

Enterprise Incident Report December 2012

As of 1/2/2013

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Commerce	Application Services	Danielle Hood	0 0	4 0	4 0
		Martin Gonzalez	0 0	2 2	2 2
		Assigned to Individual Total	0 0	6 2	6 2
	Application Support	Derral Sorensen	0 0	2 0	2 0
		Karen Duncan	0 0	2 0	2 0
		Michele Orrell	0 0	3 0	3 0
		Assigned to Individual Total	0 0	7 0	7 0
	Capitol Hosting	Jake Vandenberghe	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Brenda Treadway	0 0	1 1	1 1
		James Stearns	1 1	0 0	1 1

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			High	Low	FCR Total
Commerce	Help Desk	Julie VanBeekum	0	7	7
			0	7	7
		Vicky Marrelli	0	2	2
			0	2	2
		Assigned to Individual Total	1	10	11
			1	10	11
	Metro A Desktop Support	Nancy Hachmeister	0	10	10
			0	2	2
		Rodney Austin	0	23	23
			0	9	9
		Assigned to Individual Total	0	33	33
			0	11	11
	Metro A Help Desk	Ed Conrad	0	6	6
			0	5	5
		Edward Fortner	0	2	2
			0	2	2
		Liz Evans	0	4	4
			0	3	3
		Assigned to Individual Total	0	12	12
			0	10	10
	Metro A Hosting	Thomas P Jones	0	1	1
			0	0	0
		Tom Carney	0	1	1
			0	0	0
		Assigned to Individual Total	0	2	2
			0	0	0
	Rural South Desktop Support	Scott Jesienouski	0	1	1
			0	0	0

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			High	Low	FCR Total
Commerce	Rural South Desktop Support	Assigned to Individual Total	0 0	1 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	2 0
		Luis Larios	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Technical Lead/Project Manager	Dustin Crump	0 0	2 0	2 0
		Martin Gonzalez	0 0	4 4	4 4
		Assigned to Individual Total	0 0	6 4	6 4
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		James Gifford	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	3 1	3 1
	Assigned Group Total		1 1	85 38	86 39
Customer Company Total			1 1	85 38	86 39

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Commerce	Application Services	Danielle Hood	0	4	4
			0	1	1
		Martin Gonzalez	0	2	2
			0	1	1
		Assigned to Individual Total	0	6	6
			0	2	2
	Application Support	Derral Sorensen	0	2	2
			0	1	1
		Karen Duncan	0	2	2
			0	0	0
		Michele Orrell	0	3	3
			0	1	1
		Assigned to Individual Total	0	7	7
			0	2	2
	Capitol Hosting	Jake Vandenberghe	0	2	2
			0	1	1
		Assigned to Individual Total	0	2	2
			0	1	1
	Help Desk	Brenda Treadway	0	1	1
			0	0	0
		James Stearns	1	0	1
			0	0	0

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			High	Low	MIR Total
Commerce	Help Desk	Julie VanBeekum	0 0	7 0	7 0
		Vicky Marrelli	0 0	2 0	2 0
		Assigned to Individual Total	1 0	10 0	11 0
	Metro A Desktop Support	Nancy Hachmeister	0 0	10 0	10 0
		Rodney Austin	0 0	23 0	23 0
		Assigned to Individual Total	0 0	33 0	33 0
	Metro A Help Desk	Ed Conrad	0 0	6 0	6 0
		Edward Fortner	0 0	2 0	2 0
		Liz Evans	0 0	4 0	4 0
		Assigned to Individual Total	0 0	12 0	12 0
	Metro A Hosting	Thomas P Jones	0 0	1 0	1 0
		Tom Carney	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	1 0

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Commerce

			High	Low	MIR Total	
Commerce	Rural South Desktop Support	Assigned to Individual Total	0 0	1 0	1 0	
	Strategic Communications	Dennis Rogers	0 0	2 1	2 1	
		Luis Larios	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	3 1	3 1	
	Technical Lead/Project Manager	Dustin Crump	0 0	2 1	2 1	
		Martin Gonzalez	0 0	4 1	4 1	
		Assigned to Individual Total	0 0	6 2	6 2	
	Voice Operations	Gail Christiansen	0 0	1 0	1 0	
		James Gifford	0 0	1 0	1 0	
		Romanza Hamblin Sorensen	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	3 0	3 0	
	Assigned Group Total		1 0	85 8	86 8	
	Customer Company Total			1 0	85 8	86 8

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Commerce	Application Services	Danielle Hood	0 0.00	4 8.05	4 8.05
		Martin Gonzalez	0 0.00	2 9.98	2 9.98
		Assigned to Individual Total	0 0.00	6 8.70	6 8.70
	Application Support	Derral Sorensen	0 0.00	2 0.91	2 0.91
		Karen Duncan	0 0.00	2 0.31	2 0.31
		Michele Orrell	0 0.00	3 0.62	3 0.62
		Assigned to Individual Total	0 0.00	7 0.62	7 0.62
	Capitol Hosting	Jake Vandenberghe	0 0.00	2 6.80	2 6.80
		Assigned to Individual Total	0 0.00	2 6.80	2 6.80
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00

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			High	Low	ATTIR Total
Commerce	Help Desk	James Stearns	1 0.07	0 0.00	1 0.07
		Julie VanBeekum	0 0.00	7 0.00	7 0.00
		Vicky Marrelli	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	1 0.07	10 0.00	11 0.01
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	10 0.09	10 0.09
		Rodney Austin	0 0.00	23 0.08	23 0.08
		Assigned to Individual Total	0 0.00	33 0.08	33 0.08
	Metro A Help Desk	Ed Conrad	0 0.00	6 0.04	6 0.04
		Edward Fortner	0 0.00	2 0.08	2 0.08
		Liz Evans	0 0.00	4 0.16	4 0.16
		Assigned to Individual Total	0 0.00	12 0.09	12 0.09
	Metro A Hosting	Thomas P Jones	0 0.00	1 0.00	1 0.00
		Tom Carney	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00

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Commerce

			High	Low	ATTIR Total
Commerce	Rural South Desktop Support	Scott Jesienouski	0 0.00	1 0.08	1 0.08
		Assigned to Individual Total	0 0.00	1 0.08	1 0.08
	Strategic Communications	Dennis Rogers	0 0.00	2 1.09	2 1.09
		Luis Larios	0 0.00	1 0.32	1 0.32
		Assigned to Individual Total	0 0.00	3 0.84	3 0.84
	Technical Lead/Project Manager	Dustin Crump	0 0.00	2 1.76	2 1.76
		Martin Gonzalez	0 0.00	4 4.12	4 4.12
		Assigned to Individual Total	0 0.00	6 3.34	6 3.34
	Voice Operations	Gail Christiansen	0 0.00	1 0.29	1 0.29
		James Gifford	0 0.00	1 0.32	1 0.32
		Romanza Hamblin Sorensen	0 0.00	1 0.05	1 0.05
		Assigned to Individual Total	0 0.00	3 0.22	3 0.22
	Assigned Group Total		1 0.07	85 1.14	86 1.13
Customer Company Total			1 0.07	85 1.14	86 1.13

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		
			Bottom Number - Missed Resolution		
			High	Low	MR Total
Commerce	Application Services	Danielle Hood	0	4	4
			0	3	3
		Martin Gonzalez	0	2	2
			0	2	2
		Assigned to Individual Total	0	6	6
			0	5	5
	Application Support	Derral Sorensen	0	2	2
			0	1	1
		Karen Duncan	0	2	2
			0	0	0
		Michele Orrell	0	3	3
			0	0	0
		Assigned to Individual Total	0	7	7
			0	1	1
	Capitol Hosting	Jake Vandenberghe	0	2	2
			0	1	1
		Assigned to Individual Total	0	2	2
			0	1	1
	Help Desk	Brenda Treadway	0	1	1
			0	0	0
		James Stearns	1	0	1
			1	0	1

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			High	Low	MR Total
Commerce	Help Desk	Julie VanBeekum	0	7	7
			0	0	0
		Vicky Marrelli	0	2	2
			0	0	0
		Assigned to Individual Total	1	10	11
			1	0	1
	Metro A Desktop Support	Nancy Hachmeister	0	10	10
			0	0	0
		Rodney Austin	0	23	23
			0	0	0
		Assigned to Individual Total	0	33	33
			0	0	0
	Metro A Help Desk	Ed Conrad	0	6	6
			0	0	0
		Edward Fortner	0	2	2
			0	0	0
	Metro A Help Desk	Liz Evans	0	4	4
			0	0	0
		Assigned to Individual Total	0	12	12
			0	0	0
	Metro A Hosting	Thomas P Jones	0	1	1
			0	0	0
		Tom Carney	0	1	1
			0	0	0
		Assigned to Individual Total	0	2	2
			0	0	0
	Rural South Desktop Support	Scott Jesienouski	0	1	1
			0	0	0

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			High	Low	MR Total	
Commerce	Rural South Desktop Support	Assigned to Individual Total	0 0	1 0	1 0	
	Strategic Communications	Dennis Rogers	0 0	2 0	2 0	
		Luis Larios	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	3 0	3 0	
	Technical Lead/Project Manager	Dustin Crump	0 0	2 1	2 1	
		Martin Gonzalez	0 0	4 2	4 2	
		Assigned to Individual Total	0 0	6 3	6 3	
	Voice Operations	Gail Christiansen	0 0	1 0	1 0	
		James Gifford	0 0	1 0	1 0	
		Romanza Hamblin Sorensen	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	3 0	3 0	
	Assigned Group Total		1 1	85 10	86 11	
	Customer Company Total			1 1	85 10	86 11

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Commerce	Application Services	Danielle Hood	0 0.00	4 31.75	4 31.75
		Martin Gonzalez	0 0.00	2 63.42	2 63.42
		Assigned to Individual Total	0 0.00	6 42.31	6 42.31
	Application Support	Derral Sorensen	0 0.00	2 3.67	2 3.67
		Karen Duncan	0 0.00	2 2.49	2 2.49
		Michele Orrell	0 0.00	3 0.78	3 0.78
		Assigned to Individual Total	0 0.00	7 2.09	7 2.09
	Capitol Hosting	Jake Vandenberghe	0 0.00	2 6.85	2 6.85
		Assigned to Individual Total	0 0.00	2 6.85	2 6.85
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00

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			High	Low	ATTR Total
Commerce	Help Desk	James Stearns	1 27.48	0 0.00	1 27.48
		Julie VanBeekum	0 0.00	7 0.02	7 0.02
		Vicky Marrelli	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	1 27.48	10 0.02	11 2.51
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	10 0.23	10 0.23
		Rodney Austin	0 0.00	23 0.14	23 0.14
		Assigned to Individual Total	0 0.00	33 0.17	33 0.17
	Metro A Help Desk	Ed Conrad	0 0.00	6 0.34	6 0.34
		Edward Fortner	0 0.00	2 0.15	2 0.15
		Liz Evans	0 0.00	4 0.27	4 0.27
		Assigned to Individual Total	0 0.00	12 0.29	12 0.29
	Metro A Hosting	Thomas P Jones	0 0.00	1 0.91	1 0.91
		Tom Carney	0 0.00	1 0.79	1 0.79
		Assigned to Individual Total	0 0.00	2 0.85	2 0.85

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			High	Low	ATTR Total
Commerce	Rural South Desktop Support	Scott Jesienouski	0 0.00	1 0.08	1 0.08
		Assigned to Individual Total	0 0.00	1 0.08	1 0.08
	Strategic Communications	Dennis Rogers	0 0.00	2 2.94	2 2.94
		Luis Larios	0 0.00	1 2.03	1 2.03
		Assigned to Individual Total	0 0.00	3 2.64	3 2.64
	Technical Lead/Project Manager	Dustin Crump	0 0.00	2 7.41	2 7.41
		Martin Gonzalez	0 0.00	4 13.64	4 13.64
		Assigned to Individual Total	0 0.00	6 11.56	6 11.56
	Voice Operations	Gail Christiansen	0 0.00	1 0.29	1 0.29
		James Gifford	0 0.00	1 0.63	1 0.63
		Romanza Hamblin Sorensen	0 0.00	1 0.58	1 0.58
		Assigned to Individual Total	0 0.00	3 0.50	3 0.50
	Assigned Group Total		1 27.48	85 4.47	86 4.75
Customer Company Total			1 27.48	85 4.47	86 4.75

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Detail

INC000000607893	Kimberley Lesh	Application	None	Gmail		TIR Missed: No	0.07
	Technical Lead/Project Manager	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: Yes	35.39
INC000000608552	Manuela Corleto	Application	None	Gmail		TIR Missed: Yes	15.90
	Technical Lead/Project Manager	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: Yes	15.91
INC000000609002	Sheila Thomas	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Dustin Crump	Commerce	Low	Closed	TTR Missed: Yes	11.29
INC000000610291	Michael Pitts	Application	None	Gmail		TIR Missed: Yes	19.91
	Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: Yes	19.91
INC000000611881	Dennis Miller	Application	Error	Gmail		TIR Missed: Yes	3.53
	Technical Lead/Project Manager	Dustin Crump	Commerce	Low	Resolved	TTR Missed: No	3.53
INC000000612553	Michele Beck	Application	Password	Gmail		TIR Missed: No	0.07
	Help Desk	James Stearns	Commerce	High	Resolved	TTR Missed: Yes	27.48
INC000000612824	Shauna Dewolf	Application	Password	Gmail		TIR Missed: No	0.10
	Application Services	Danielle Hood	Commerce	Low	Closed	TTR Missed: Yes	68.13
INC000000615190	Ann Naegelin	Application	None	Gmail		TIR Missed: No	0.38
	Technical Lead/Project Manager	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	2.81
INC000000616099	Maxine McBurnett	None	None	Gmail		TIR Missed: No	0.27
	Application Services	Danielle Hood	Commerce	Low	Closed	TTR Missed: Yes	26.21
INC000000616939	David B Taylor	Application	None	Gmail		TIR Missed: No	0.14
	Technical Lead/Project Manager	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: No	0.44
INC000000618592	Nadene Adams	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000618840	Susan Higgs	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.08
INC000000618926	Shauna Benvegna-Spring	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.19
INC000000618941	Darren B Miller	Network	Performance	Novell eDirectory		TIR Missed: No	0.05
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.05
INC000000618962	Darren B Miller	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.09
INC000000619001	Brandon Henrie	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	

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INC000000619147	Anthony Carrillo	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.19
INC000000619174	Elisa Campbell	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.02
INC000000619329	Allyn Stutsman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low Closed	TTR Missed: No	
INC000000619361	Karen Schulte	Application	None	Gmail	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.00
INC000000619445	Allyn Stutsman	None	None	Gmail	TIR Missed: No	0.63
	Metro A Help Desk	Liz Evans	Commerce	Low Closed	TTR Missed: No	0.63
INC000000619732	Alan Peters	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.00
INC000000619962	Karen Schulte	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.00
INC000000620397	Louise McMillian	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low Closed	TTR Missed: No	0.00
INC000000620852	Toni Heldman	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Commerce	Low Closed	TTR Missed: No	0.00
INC000000620858	David B Taylor	Application	Error	Gmail	TIR Missed: No	0.06
	Application Services	Martin Gonzalez	Commerce	Low Resolved	TTR Missed: Yes	106.93
INC000000621111	John Schijf	Network	Performance	None	TIR Missed: No	0.08
	Rural South Desktop Support	Scott Jesienouski	Commerce	Low Closed	TTR Missed: No	0.08
INC000000621236	Debra Troxel	Telecom	Voice Mail	Telephone	TIR Missed: No	0.32
	Voice Operations	James Gifford	Commerce	Low Closed	TTR Missed: No	0.63
INC000000621436	John Crawford	None	None	None	TIR Missed: No	0.57
	Application Support	Karen Duncan	Commerce	Low Closed	TTR Missed: No	0.57
INC000000621440	Louise McMillian	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.15
INC000000621496	Kimberly Jensen	Network	Performance	Novell eDirectory	TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.07
INC000000621995	Cyndy Nelson	Server	None	Time Management	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.17
INC000000622063	Theron Case	PC/Laptop	Password	None	TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	0.09

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INC000000622379	Bowen Call	Application	Error	Gmail		TIR Missed: No	0.14
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.89
INC000000622472	Connie Call	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.28
INC000000622701	David Thomson	Application	None	Gmail		TIR Missed: Yes	31.83
	Application Services	Danielle Hood	Commerce	Low	Closed	TTR Missed: Yes	31.95
INC000000622790	David Kester	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.10
INC000000622892	Kimberly Jensen	None	None	None		TIR Missed: Yes	13.39
	Capitol Hosting	Jake Vandenberghe	Commerce	Low	Closed	TTR Missed: Yes	13.39
INC000000622980	Dennis Miller	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.08
INC000000623966	Karen Schulte	PC/Laptop	Performance	None		TIR Missed: No	0.19
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.19
INC000000624222	Dennis Miller	EIS Hardware	None	None		TIR Missed: Yes	1.23
	Strategic Communications	Dennis Rogers	Commerce	Low	Closed	TTR Missed: No	1.23
INC000000624268	Lee Avery	Application	None	Content Manager		TIR Missed: Yes	1.86
	Application Support	Michele Orrell	Commerce	Low	Closed	TTR Missed: No	1.86
INC000000624625	Tim Davis	EIS Hardware	Printer	None		TIR Missed: No	0.96
	Strategic Communications	Dennis Rogers	Commerce	Low	Closed	TTR Missed: No	4.65
INC000000624785	Shauna Dewolf	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000624845	Pamela Bennett	Application	None	Gmail		TIR Missed: No	0.06
	Application Support	Karen Duncan	Commerce	Low	Closed	TTR Missed: No	4.41
INC000000624924	Allyn Stutsman	Network	None	Active Directory		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Commerce	Low	Closed	TTR Missed: No	0.79
INC000000624967	Mary Price	Print/Copy/Scan/Fax	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000625453	Rich Oborn	Application	None	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000625724	Tiffeni Wall	None	None	Google Chrome		TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.11
INC000000625891	Julie Price	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Commerce	Low	Closed	TTR Missed: No	0.00

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INC000000625907	Leah Lindstrom	Network	None	Active Directory		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.16
INC000000626025	Teresa L Swanson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000626081	Marialie Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.01
INC000000626109	Julie Price	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.45
INC000000626141	Sally Canavan	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.10
INC000000626185	Darlene Congrove	Application	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000626392	Sally Canavan	PC/Laptop	Hardware	None		TIR Missed: No	0.36
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.36
INC000000626693	Danielle Healy	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.03
INC000000626720	Louise McMillian	PC/Laptop	Virus	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000626793	Tanja Salazar	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Commerce	Low	Resolved	TTR Missed: No	0.72
INC000000626827	Toni Heldman	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000627060	Toni Heldman	Application	Reporting	None		TIR Missed: No	0.23
	Application Support	Derral Sorensen	Commerce	Low	Resolved	TTR Missed: No	0.38
INC000000627251	Dennis Miller	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.01
INC000000627279	Marvin Sims	None	None	None		TIR Missed: No	0.21
	Capitol Hosting	Jake Vandenberghe	Commerce	Low	Resolved	TTR Missed: No	0.32
INC000000627316	Tom Harper	PC/Laptop	Error	None		TIR Missed: No	0.60
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.65
INC000000627565	Debbie Harry	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.11
INC000000628048	Jody Colvin	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.15

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INC000000628526	Dennis Miller	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.01
INC000000628688	Tom Harper	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000628893	John Sims	Application	Reporting	Gmail		TIR Missed: No	0.16
	Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.31
INC000000629101	Michael Palumbo	Telecom	Voice Mail	Telephone		TIR Missed: No	0.29
	Voice Operations	Gail Christiansen	Commerce	Low	Resolved	TTR Missed: No	0.29
INC000000629132	Mary Ester Allers	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.25
INC000000629179	Sally Canavan	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Hosting	Thomas P Jones	Commerce	Low	Resolved	TTR Missed: No	0.91
INC000000629299	Manuela Corleto	PC/Laptop	Performance	None		TIR Missed: No	0.44
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.64
INC000000629304	Carol Swensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	0.31
INC000000629323	Shauna Dewolf	Application	Error	None		TIR Missed: No	0.11
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.43
INC000000629333	Darlene Congrove	EIS Hardware	Printer	None		TIR Missed: No	0.32
	Strategic Communications	Luis Larios	Commerce	Low	Resolved	TTR Missed: No	2.03
INC000000629484	Carol Swensen	None	None	None		TIR Missed: Yes	1.60
	Application Support	Derral Sorensen	Commerce	Low	Resolved	TTR Missed: Yes	6.96
INC000000629538	Douglas Wheelwright	Application	None	Microsoft Excel		TIR Missed: No	0.26
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.36
INC000000629723	Louise McMillian	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000629857	Douglas Wheelwright	Application	None	Gmail		TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.15
INC000000629910	Nadene Adams	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.72
INC000000630247	Jackie Betts	None	None	None		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Resolved	TTR Missed: No	0.58
INC000000630310	Jennifer Avila Johnson	Application	Error	None		TIR Missed: No	0.00
	Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	0.16

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INC000000630363	David B Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.21
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.24
INC000000630433	Jennica Robison	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.09